

CUSTOMER SERVICE DATA: 1991 - 2000

	2000	1999	1998	1997	1996	1995	1994	1993	1992	1991
Active Taps: ¹										
Beginning of Year	278,374	274,938	271,338	268,676	265,820 ⁵	268,506	265,233	262,184	259,695	258,096
Activated During Year	4,871	3,732	3,919	2,825	3,013	3,807	3,449	3,254	2,740	1,905
Discontinued During Year	(260)	(296)	(319)	(163)	(157)	(314)	(176)	(205)	(251)	(306)
Net Increase During Year	4,611	3,436	3,600	2,662	2,856	3,493	3,273	3,049	2,489	1,599
Total Active Taps - End of Year	282,985	278,374	274,938	271,338	268,676	271,999	268,506	265,233	262,184	259,695
Services Behind Master Meters	66,135	64,655	64,225	63,449	62,713 ⁵	68,066	66,132	65,048	63,335	62,118
Active Meters (excludes customers Behind Master Meters) ¹										
Inside City	147,472	145,466	143,602	142,169 ⁴	141,248	140,497	140,028	139,185	138,979	116,570
Read and Bill	36,760	36,114	35,379	34,638	33,791	32,827	32,142	31,030	30,285	29,511
Total Service	31,442	30,965	30,575	29,892	29,425	29,090	28,756	28,289	27,992	27,714
City and County	1,058	1,055	1,019	1,018	1,020	1,023	1,072	979	940	895
Monthly	118	119	138	172	479	496	376	702	653	644
Total Active Meters	216,850	213,719	210,713	207,889	205,963	203,933	202,374	200,185	198,849	175,334
Total Active Taps - End of Year	282,985	278,374	274,938	271,338	268,676	271,999	268,506	265,233	262,184	237,452
Stub-Ins on System ²	2,389	3,086	3,483	1,895	2,422	2,215	2,825	2,120	1,519	1,171
Fire Hydrant Use Permits	680	1,132	1,185	999	918	849	930	721	509	437
AMR (Automatic Meter Reading) Installations	298	-	-	-	-	-	-	-	-	-
Turn-Offs Due to Delinquent Accounts	9,045	7,920	7,992	8,650	9,317	9,329	5,907	6,218	6,212	5,304
In-Home Water Audits	1,155	1,092	1,751	1,637	1,343	1,403	1,501	2,147	1,857	1,991
Call Center Calls	173,016	169,399	140,284	143,955	160,808	150,800	169,115	161,005	145,161	131,600
Water Quality Calls ³										
Taste and Odor	220	148	530	91	-	-	-	-	-	-
Clarity	75	189	278	197	-	-	-	-	-	-
Hardness	1	69	70	68	-	-	-	-	-	-
Other	9	485	644	1,361	-	-	-	-	-	-
New Taps Made ⁶	3,834	4,498	5,838	3,273	3,178	1,683	-	-	-	-

¹Service is on or has not been off for 5 consecutive years. Does not include taps sold to raw water distributors.²Stub-Ins are a connection made solely to extend the service line from the main to the valve at the property line prior to the paving of the street and are not considered a tap.³Customer Service started taking Water Quality Calls in 1996. Information prior to 1996 unavailable.⁴Beginning in 1997, large meters for wholesale distributors excluded from count, consistent with "Analysis of Customer Accounts for Treated Water."⁵Broomfield Taps (6,179), removed from Master Meter counts in 1996.⁶Customer Service Field took over the duties of the Tapping Shop(Meter Shop) in 1995. Information prior to 1995 unavailable.